



3rd Floor, Norka Centre, Thycaud
P.OThiruvananthapuram
Phone: 0471-2770500/

Email: norkacertificates@gmail.com, URL: www.norkaroots.org

**NOTICE INVITING EXPRESSION OF INTEREST FOR THE EMPANELMENT
OF AGENCY FOR REGULAR UAE ATTESTATION OPERATIONS**

NORKA ROOTS is the sole agency in the State of Kerala authorised by Govt. of India for undertaking HRD authentication of educational documents of persons going abroad for employment /higher studies. As part of policy of decentralisation of certificate authentication process, 3 Certificate Authentication Centres (CACs) were set up and currently functioning at Thiruvananthapuram, Ernakulam and Kozhikode under NORKA ROOTS as per the guidelines issued by Govt. of Kerala. In addition to HRD attestation CACs facilitate Apostille attestation as well as Embassy attestation of GCC countries.

NORKA Roots, invites **Expression of Interest (EOI)** from **authorised agencies empanelled/shortlisted** by the MOFA UAE to associate with NORKA ROOTS as per the conditions noted below for facilitating the attestation of educational and non-educational certificates issued in Kerala.

The selected agency will be responsible for facilitating the entire UAE Embassy and MOFA attestation of educational and non-educational certificates of NORKA, through UAE Embassy/Consulate in compliance with all rules and procedures prescribed by the Embassy and the Ministry of External Affairs (MEA), Government of India.

1. Scope of Work

The scope of work includes, but is not limited to:

1. Coordinate with the UAE Embassy/Consulate and other relevant authorities for the attestation of certificates received from NORKA Roots ensuring proper documentation and completion of processing within the optimistic time estimate, while ensuring the safety and security of documents.
2. Agencies shall take full responsibility for any loss or damage of certificates/ documents and to ensure adequate compensatory measures, monetary or otherwise to the extent in making available the duplicate/triplicate of the same to the applicants as per the requirement.
3. Agencies shall ensure maintaining the confidentiality and integrity of all documents handled during the attestation process.
4. Shall maintain proper records of all certificates received, processed and provide timely status updates to NORKA Roots, ensuring prompt and efficient service delivery
5. Its mandatory to have necessary technical and logistical support for the smooth operation of the service such as facilitating the collection & return of documents from the Regional Authentication centre of NORKA Roots at Thiruvananthapuram as in practice today. *Additional weightage will be given for those agencies which have necessary infrastructure and manpower for the collection of certificates from Regional CA Centres at Ernakulam, and Kozhikode and return the same to respective centres.*
6. Under no circumstances, Norka or the applicants are liable to make any payments towards the services offered by the agencies.

2. Eligibility Criteria

Agencies applying must meet the following conditions:

- Should be a UAE MOFA/ Embassy/consulate approved agency.
- Should be a registered firm/company with at least **three (3) years of experience** in certificate attestation or related consular services.
- Should have prior experience in **UAE Embassy attestation or coordination with foreign embassies.**
- Should have a valid **GST registration and PAN/TAN.**
- Should not have been blacklisted by MOFA UAE/Embassy/Consulate.
- Should have adequate infrastructure, manpower, and IT facilities to handle large volumes of documents efficiently.

3. Submission of EOI

Interested agencies may submit their **Expression of Interest** along with the following documents:

- Company profile with details of experience and infrastructure.
- Copy of registration certificates, GST, and PAN/TAN.
- Details of key personnel and contact information.
- Proof of experience in similar attestation or embassy liaison work.

The Expression of Interest duly completed in all respect in accordance with the instructions mentioned above should reach the address given below on or before 20.11.2025 at 3.00 PM by hand or post.

The Chief Executive Officer
3rd Floor, Norka Centre
NORKA Roots, Thycaud P.O
Thiruvananthapuram- 695 014
